GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:642
ANSWERED ON:21.11.2001
COMPLAINTS AGAINST PASSPORT OFFICES
BIR SING MAHATO

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether the applicants face difficulties with regard to the renewal of passports, change of address and issuance of duplicate passport in case of loss;

(b) if so, the number of complaints received in this regard during the last three years, passport office-wise; and

(c) the number of persons against whom action has been taken on the basis of these complaints?

Answer

MINISTER OF EXTERNAL AFFAIRS (SHRI JASWANT SINGH)

(a) The instances of difficulties faced by applicants in expeditiously getting the renewal of passport and issuance of duplicate passport in case of loss have come to the notice of the Government from time to time. To mitigate such difficulties, the procedure for renewal of passports, change of address and issuance of duplicate passport in case of loss has been liberalised. The Government had appointed an Inter-Ministerial Passport Review Committee which has recently submitted its report to the Government.As per the recommendations of this Committee, the system of prior police verification report in such cases has been done away with and separate queues have been created for such services in most passport offices. In case of change of address, no verification is necessary and a documentary proof of the new address is sufficient to make necessary changes in the existing passport.

(b) Very few complaints of harassment were received by the Government in this regard. Most of the requests were for expeditious and out of turn provision of such services which were accommodated under the `Tatkal Scheme.`

(c) As there were no serious complaints in this regard, there was no need to take action against any official.